Personal Taxpayer Series
IR120

Inland Revenue

Tax, Collection, NIC's and Accounts Offices

You and the Inland Revenue

Our service commitment to you
What to do if things go wrong

Our service commitment to you

We want to provide you with good service. "Our service commitment to you" opposite summarises in broad terms what we aim to deliver. More details are available in our Charters and in service standards leaflets.

This leaflet focuses, in particular, on:

- who to contact for help and information
- who to complain to if you think we have handled your tax or National Insurance affairs badly
- how to make general comments and suggestions on how to improve our service.

Some specialist Inland Revenue offices produce their own versions of this leaflet. These are available from the individual offices concerned.

Where to get help and information

Your enquiries can usually be sorted out more quickly if you contact the Inland Revenue or Inland Revenue (NI Contributions) office you have been dealing with. But any Inland Revenue office can help. You can telephone us, write to us, or visit us.

Phone numbers and addresses are in your phone book under "Inland Revenue " or, at present, for National Insurance Contributions (NIC's) enquiries "Contributions Agency" (in Northern Ireland, "Social Security Agency").

Most of our offices are open from 8.30am to 4.30pm Monday to Friday and some are also open outside these hours. Our switchboards are generally open from at least 9.00am to 4.30pm Monday to Friday.

Our leaflet "How to contact the Inland Revenue" gives more details of how you can contact us and, in particular, of the range of specialist helplines you can call.

We also have a wide range of free leaflets which explain various aspects of the tax or National Insurance system, and Codes of Practice which back up our Charter commitments. Details of some you might find most useful are at the back of this leaflet.

Inland Revenue Enquiry Centres and local Inland Revenue offices have most of our leaflets in stock or, if not, can obtain them for you. Benefits Agency offices can also supply some leaflets, and your local library or Citizens' Advice Bureau may also have copies available.

How you can help us

If you want to discuss your tax or National Insurance affairs with us, it helps if you can give us your National Insurance number, and tax reference number if appropriate. And, if you are employed, it helps if you can tell us the name and address of your employer.

Our aim is to get your tax or National Insurance right first time, on time, every time.

If you have a complaint

Problems can usually be settled most quickly and easily by the office you have been dealing with. You will always be given a contact name or number in any correspondence we send you. This may be the person who has been dealing with your case, or the officer in charge of the office or unit concerned.

If you cannot settle a matter with the office you have been dealing with, you can write to:

- the Director with overall responsiblility for that office, or unit

or

- if the problem concerns the service you have been given by an Accounts Office, the Director of that Office.

The Director will look into your case and quickly let you know the outcome.

Directors' names and addresses are given at the end of this leaflet. If you do not know which Director to write to please ask your own office.

If you are still not happy

If the Director has not been able to settle your complaint to your satisfaction, you can ask the Adjudicator to look into it and recommend appropriate action. The Adjudicator is an impartial referee whose recommendations are independent. The address is

The Adjudicator's Office
Haymarket House
28 Haymarket
London SW1Y 4SP
Tel. 0171 930 2292
Fax. 0171 930 2298

The Adjudicator's leaflet AO1 (also obtainable from Inland Revenue offices) gives information about complaining to the Adjudicator.

Finally, you can ask your MP to refer your case to the independent Parliamentary Commissioner for Administration (usually known as the Ombudsman). The Ombudsman will accept referral from any MP, but you should approach your own MP first. Further information is available from

The Parliamentary Commissioner for Administration
Millbank Tower
Millbank
London SW1P 4QP
Tel. 0171 217 4163
Fax. 0171 217 4160

How to help us improve our overall service

We welcome any general comments you have on how to improve our service to all our customers. You can give these to us:

- in writing - to the Customer Service Manager of your own Inland Revenue office (or your local office, if you prefer)

- in person - by calling in at a local Inland Revenue Enquiry Office and asking to speak to the Customer Service Manager

- by telephone.

We would also like to hear from you if you think you have received particularly good service. Again, we will use your comments to improve our overall service.

Directors of Executive Offices

Martin Hodgson
Inland Revenue East
Churchgate
New Road
Peterborough PE1 1TD

John Carling
Inland Revenue London
New Court
Carey Street
London WC2A 2JE

Richard Cooke
Inland Revenue North
Ground Floor,
Regent House
10 Commercial Street
Darlington DL 6TN

Geoff Lunn
Inland Revenue North West
The Triad,
Stanley Road
Bootle,
Merseyside L75 2DD

Tony Sleeman
Inland Revenue South East
Dukes Court
Duke Street
Woking GU21 5XR

Roger Hurcombe
Inland Revenue South West
Longbrook House
New North Road
Exeter EX4 4UA

Mary Hay
Inland Revenue South Yorkshire
Concept House
5 Young Street
Sheffield S1 4LF

David Hinstridge
Inland Revenue Northern Ireland
Dorchester House
52-58 Great Victoria Street
Belfast BT2 7QE

Ian Gerrie
Inland Revenue Scotland
Clarendon House
114-116 George Street
Edinburgh EH2 4LH

Malcolm Kirk
Inland Revenue Wales and Midlands
Ty Rhodfa
Ty Glas Avenue
Llanishen
Cardiff CF4 5TS

Marjorie Williams
Inland Revenue Large Business Office
6th Floor New Wing
Bush House
London WC2B 4PP

Andrew Geddes
Inland Revenue Accounts Office
St Mungo's Road, Cumbernauld
Glasgow G70 5TR

Jack Warner
Inland Revenue Accounts Office
Victoria Street
Shipley
West Yorkshire BD98 8AA

We produce a wide range of leaflets and booklets which either explain a different aspect of the tax and National Insurance systems in plain English, or give you advice. Our IR list "Catalogue of leaflets and booklets" gives brief details of them all.

Some you might find particularly useful are:

How to contact the Inland Revenue (a general guide to sources of help and information)

Our Charters (details of the standards we set ourselves)

- Charter for Inland Revenue Taxpayers
- The Contributor's Charter

Code of Practice 1 - Mistakes by the Inland Revenue

Code of Practice 10 - Information and Advice

IR 37 - Appeals

IR 141 - Open Government

This leaflet and other Inland Revenue information is available on the Internet at
www.inlandrevenue.gov.uk

These notes are for guidance only and reflect
the tax position at the time of writing.
They do not affect your right of appeal about your own tax.

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Our service commitment to you

The Inland Revenue and Customs & Excise are committed to serving your needs well by

acting fairly and impartially

We
- treat your affairs in strict confidence, within the law
- want you to pay or receive only the right amount due.

communicating effectively with you

We aim to provide
- clear and simple forms and guidance
- accurate and complete information in a helpful and appropriate way.

providing good quality service

We aim to
- handle your affairs promptly and accurately
- be accessible in ways that are convenient to you
- keep your costs to the minimum necessary
- take reasonable steps to meet special needs
- be courteous and professional.

taking responsibility for our service

- We publish annually our customer service aims and achievements
- If you wish to comment, or make a complaint, we want to hear from you so we can improve our service. We advise you how to do this.

We can provide better service if you help us by

- keeping accurate and up to date records
- letting us know if your personal/business circumstances change
- giving us correct and complete information when we ask for it
- paying on time what you should pay.

Further information on customer service is available at Inland Revenue and Customs and Excise local offices, set out in our Charters, complaints leaflets (IR120 and Notice 1000) and Codes of Practice.